

Office of Human Rights FY2018

Agency Office of Human Rights

Agency Code HM0

Fiscal Year 2018

Mission The mission of the DC Office of Human Rights (OHR) is to eradicate discrimination, increase equal opportunity, and protect human rights in the city.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement.	6	4
2	Provide high quality and efficient adjudication of certified charges filed at the Commission on Human Rights in order to comply with statutory requirements and to improve customer service	3	5
3	Provide high quality monitoring of and technical assistance in OHR's compliance programs, including Language Access, Bullying Prevention, and Equal Employment Opportunity policies.	4	7
4	Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR	3	3
5	Create and maintain a highly efficient, transparent and responsive District government.**	9	0
TOT		25	19

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement. (6 Measures)									
Percent of inquiries filed at the Office of Human Rights scheduled for intake interview within 30 days	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	45%	80%
Percent of docketed cases at the Office of Human Rights scheduled for mediation within 45 days	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	92.8%	80%
Percent of assigned cases at the Office of Human Rights with letters of determination within 160 days	<input checked="" type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	New Measure	77.1%	80%
Percent of Office of Human Rights cases certified to the Commission on Human Rights within 60 days	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	29.4%	80%
	<input type="checkbox"/>								

Cost of processing an Office of Human Rights complaint under the Equal Justice Program	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	\$5870	\$4923	\$5870
Percent of EEOC cases resolved at the Office of Human Rights	<input checked="" type="checkbox"/>	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure
2 - Provide high quality and efficient adjudication of certified charges filed at the Commission on Human Rights in order to comply with statutory requirements and to improve customer service (3 Measures)									
Percent of Commission on Human Rights cases pending over 15 months	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	20%	24.4%	20%
Percent of Commission on Human Rights cases with scheduling orders issued within 30 days	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	100%	80%
Percent of dispositive motions at the Commission on Human Rights resolved within 60 days of filing	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	46.2%	80%
3 - Provide high quality monitoring of and technical assistance in OHR's compliance programs, including Language Access, Bullying Prevention, and Equal Employment Opportunity policies. (4 Measures)									
Percent of EEO Counselors and Officers Satisfied with Training	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	100%	80%
Percent of covered entities with major public contact monitored and assessed for compliance with the Language Access Act	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	100%	80%
Percent of language access cases which receive initial intervention within 30 days	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	90%	100%	90%
Percent of informal intervention provided in bullying cases within 30 days of reporting	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	100%	80%
4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR (3 Measures)									
Percent of Human Rights Liaisons that rate the all-day training as "good" or "excellent" in post-training survey	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	95.7%	80%
Percent of participants that rate the Business Training Series events as "good" or "excellent" in post-training survey	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	100%	80%
Percent of participants that rate "Know Your Rights" presentations as "good" or "excellent" in post-training survey	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	80%	95.6%	80%

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement. (4 Activities)					
INVESTIGATIONS	Investigate	The Human Rights Officer (HRO) in the Investigation Unit will review an assigned Charge of Discrimination docketed and investigate the claims asserted in the Charge. The HRO will interview relevant witnesses and recommend a finding as to whether there is probable cause to believe discrimination may have occurred.	Daily Service	2	1
INTAKE	Intake	The Intake Officer will review inquiries (known as Complaint Questionnaire) filed with the Office of Human Rights and determine jurisdiction. If the Office has jurisdiction, the inquiry will be schedule for an intake interview. The Intake Officer will review the information provided during the interview and docket the inquiry as a Charge of Discrimination or dismiss the matter as appropriate.	Daily Service	3	1
MEDIATION	Mediation	Once an inquiry is docketed as a Charge of Discrimination, the Mediation Unit will schedule a mandatory mediation date. If the matter is resolved at mediation, the case will be closed. If the matter is not resolved, Mediation will forward the case for full investigation.	Daily Service	2	1
LEGAL SERVICES	Legal Review	Once a Human Rights Officer makes a probable cause determination as to whether discrimination may have occurred, the Legal Unit will review the determine for legal sufficiency and forward the matter for the Director's review.	Daily Service	5	2
TOT				12	5
2 - Provide high quality and efficient adjudication of certified charges filed at the Commission on Human Rights in order to comply with statutory requirements and to improve customer service (5 Activities)					
HUMAN RIGHTS COMMISSION	Review Certified Cases	Once the Commission receives a certified case from the Office of Human Rights, the Commission will review the certified case and if appropriate set a scheduling order. If the case is not appropriately certified to the Commission, the Commission will remand the case to the Office.	Daily Service	1	1
HUMAN RIGHTS COMMISSION	Review and rule on dispositive motions	Upon filing of a dispositive motion, the Administrative Law Judge (ALJ) assigned to the matter will review and rule on the dispositive motion filed. When appropriate, the ALJ may hold hearings before ruling on the motion.	Daily Service	2	1
HUMAN RIGHTS	Hold Hearings	When the case has completed discovery and dispositive motions have been	Daily Service	2	0

COMMISSION	Including Final Hearings	resolved, the Commission will schedule and hold a final hearing on the merits of the case. The Commission also holds hearings on motions and dispositive motions.			
HUMAN RIGHTS COMMISSION	Issue scheduling order	The Commission will issue scheduling orders within 30 days of receipt of case certification from the Office of Human Rights. The Scheduling Order will contain deadlines by which the parties must file pleadings and motions.	Daily Service	0	0
HUMAN RIGHTS COMMISSION	Lead or Organize Commission Meetings	The Chief Administrative Law Judge and his team organizes the Commission meetings, which occur on a bi-monthly basis. The ALJs will record minutes of the meeting.	Daily Service	1	0

TOT 6 2

3 - Provide high quality monitoring of and technical assistance in OHR's compliance programs, including Language Access, Bullying Prevention, and Equal Employment Opportunity policies. (7 Activities)

RESEARCH AND COMPLIANCE	EEO Counselors and Officers Training	Provide training and technical assistance to EEO Counselors and Officers.	Daily Service	3	1
BULLYING PREVENTION OVERSIGHT	Bullying Prevention Policy Oversight	Oversee bullying prevention policy development and compliance and provide training.	Daily Service	2	1
LANGUAGE ACCESS OVERSIGHT	Community Engagement	Provide outreach and education to the public; Work closely with consultative agencies and community stakeholders.	Daily Service	3	1
LANGUAGE ACCESS OVERSIGHT	Enforcement	Assist with identifying pre-investigation intervention solution; Investigate docketed cases of language access complaints; Issue written findings after investigation is completed; Assist non-compliant agencies with systemic corrective actions.	Daily Service	3	1
LANGUAGE ACCESS OVERSIGHT	Technical Assistance to Covered Entities	Provide technical assistance such as one-on-one consultations, implementing corrective actions, training staff on compliance and cultural competencies, and meeting with language access coordinators.	Daily Service	4	1
LANGUAGE ACCESS OVERSIGHT	Compliance Monitoring	Review and monitor each major public contact agency's two-year LA compliance plan; monitor and review quality of services provided to LEP/NEP (Limited English Proficient/Non English Proficient) customers; meet with agency Language Access Coordinators.	Daily Service	1	1
BULLYING PREVENTION OVERSIGHT	School Climate Data and Youth Bullying Prevention Project	As a result of a four-year grant from National Institute of Justice (NIJ), in partnership with Child Trends and Office of the State Superintendent for Education (OSSE), the Youth Bullying Prevention Program will collect school climate data, evaluate prevention strategies in schools, and support their efforts to implement evidence based programs to prevent bullying and improve school safety.	Key Project	1	2

4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR (3 Activities)

PUBLIC EDUCATION	Provide education/training	The Policy and Communication team schedules and conducts training for the public and business community. Examples of trainings include the Know Your Rights trainings, Human Rights Liaison trainings, and Business Training Series.	Daily Service	2	1
PUBLIC EDUCATION	Perform Outreach	To ensure awareness and compliance, the Policy and Communication team conducts outreach regarding newly enacted laws or regarding laws under which the Office has seen a rise in claims. Outreach may be provided in the form of trainings or educational campaigns.	Daily Service	4	1
PUBLIC EDUCATION	Issue press release statements	The Policy and Communication team is responsible for responding to press inquiries and public inquiries. The team also drafts and issues press release statements of the Director.	Daily Service	0	1
TOT				6	3
TOT				41	18

 **2018 Workload Measures**

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Intake (3 Measures)					
Number of Inquiries Received	<input type="checkbox"/>	Not available	Not Available	2045	1951
Number of intakes scheduled	<input checked="" type="checkbox"/>	Not available	Not Available	New Measure	New Measure
Number of Intakes Conducted	<input checked="" type="checkbox"/>	Not available	Not Available	New Measure	New Measure
1 - Investigate (2 Measures)					
Number of New Docketed Cases	<input type="checkbox"/>	Not available	Not Available	664	707
Number of pending cases	<input type="checkbox"/>	Not available	Not Available	806	585
1 - Legal Review (5 Measures)					
Number of Final Determinations Reviewed	<input type="checkbox"/>	Not available	Not Available	Not Available	109

Number of Motions Reviewed	<input type="checkbox"/>	Not available	Not Available	Not Available	107
Number of Litigation Cases Reviewed	<input type="checkbox"/>	Not available	Not Available	Not Available	27
Number of Cases Reviewed	<input type="checkbox"/>	Not available	Not Available	Not Available	506
Number of FOIA Requests Received	<input checked="" type="checkbox"/>	Not available	Not Available	New Measure	New Measure
1 - Mediation (2 Measures)					
Number of Cases Mediated	<input type="checkbox"/>	Not available	Not Available	776	685
Number of cases scheduled for mediation	<input checked="" type="checkbox"/>	Not available	Not Available	New Measure	New Measure
2 - Hold Hearings Including Final Hearings (2 Measures)					
Number of Final Hearings Held	<input type="checkbox"/>	Not available	Not Available	20	8
Number of Non-Final Hearings Held	<input type="checkbox"/>	Not available	Not Available	74	35
2 - Lead or Organize Commission Meetings (1 Measure)					
Number of Commission Meetings Per Year	<input type="checkbox"/>	Not available	Not Available	6	6
2 - Review and rule on dispositive motions (2 Measures)					
Number of Motions	<input type="checkbox"/>	Not available	Not Available	Not Available	9
Number of Cases Remanded	<input type="checkbox"/>	Not available	Not Available	Not Available	1
2 - Review Certified Cases (1 Measure)					
Number of Certified Cases Received	<input type="checkbox"/>	Not available	Not Available	Not Available	23
3 - Bullying Prevention Policy Oversight (2 Measures)					
Number of Covered Entities under Youth Bullying Prevention Act	<input type="checkbox"/>	Not available	Not Available	159	321
Number of Youth Bullying Prevention Outreach and Education Activities	<input checked="" type="checkbox"/>	Not available	Not Available	New Measure	New Measure
3 - Community Engagement (3 Measures)					
Number of Community Education/Outreach Activities	<input type="checkbox"/>	Not available	Not Available	231	76

Number of Meetings with Consultative Agencies	<input type="checkbox"/>	Not available	Not Available	12	8
Number of Meetings with LA Stakeholders	<input type="checkbox"/>	Not available	Not Available	10	6
3 - Compliance Monitoring (1 Measure)					
Number of Language Access Coordinator Meetings Held	<input type="checkbox"/>	Not available	Not Available	6	6
3 - EEO Counselors and Officers Training (3 Measures)					
Number of EEO Counselors and Officers in the District	<input type="checkbox"/>	Not available	Not Available	63	116
Number of EEO Trainings Held	<input type="checkbox"/>	Not available	Not Available	12	14
Number of Affirmative Action Review Requests	<input checked="" type="checkbox"/>	Not available	Not Available	New Measure	New Measure
3 - Enforcement (3 Measures)					
Number of LA Inquiries Received	<input type="checkbox"/>	Not available	Not Available	18	37
Number of LA Complaints Docketed	<input type="checkbox"/>	Not available	Not Available	14	8
Number of Language Access inquiries and cases resolved.	<input checked="" type="checkbox"/>	Not available	Not Available	New Measure	New Measure
3 - School Climate Data and Youth Bullying Prevention Project (1 Measure)					
Number of YBP Outreach and Education Activities	<input checked="" type="checkbox"/>	Not available	Not Available	New Measure	New Measure
3 - Technical Assistance to Covered Entities (4 Measures)					
Number of Covered Entities under the Language Access Act	<input type="checkbox"/>	Not available	Not Available	62	63
Number of Covered LA Entities with Major Public Contact	<input type="checkbox"/>	Not available	Not Available	39	39
Number of LA Trainings	<input type="checkbox"/>	Not available	Not Available	30	298
Number of Non-Compliant LA Entities	<input type="checkbox"/>	Not available	Not Available	Not Available	4
4 - Perform Outreach (4 Measures)					
Number of Overall Outreach Activities	<input type="checkbox"/>	Not available	Not Available	231	244
Number of Fair Housing Outreach Activities	<input type="checkbox"/>	Not available	Not Available	109	146

Number of Unemployed Anti-Discrimination Act Outreach Activity	<input type="checkbox"/>	Not available	Not Available	45	77
Number of FCRSA Outreach Activities	<input checked="" type="checkbox"/>	Not available	Not Available	New Measure	New Measure
4 - Provide education/training (2 Measures)					
Number of Business Training Series	<input type="checkbox"/>	Not available	Not Available	4	9
Number of Human Rights Liaisons Trained	<input type="checkbox"/>	Not available	Not Available	85	87

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Restructure Investigation Unit	In FY18, OHR will restructure its investigation unit to fine tune case processing efficiency. This effort will include setting up teams within the unit to increase production and exploring conducting "fact finding conferences" to resolve certain cases.	09-30-2018
Intake Case Management	To better manage the flow of increased volume of intakes and individual customer inquiries, in FY18, OHR will separate the intake team from Investigation Unit and create a new Intake Unit to be managed by an Intake Manager who will ensure consistent timely processing of new cases and improve processing systems, including centralization of digitized case file documents.	09-30-2018
Mediation Scheduling Oversight	In FY18, OHR will increase unit oversight to improve scheduling control and to ensure all mediation activities occur in a timely manner in accordance with OHR Standard Operating Procedures for Case Processing.	09-30-2018
OHR Guidance	To assist the public with compliance, in FY18, OHR will publish four (4) guidance documents in FY18 with each focusing on specific areas of the law. OHR will also update its internal legal templates to ensure consistent legal comprehension within all units.	09-30-2018
FOIA Response	In FY18, OHR will improve its file retrieval mechanism to improve FOIA response time.	09-30-2018
Electronic Case Management System	In FY18, COHR will implement and use the electronic case management system which was developed in FY17.	09-30-2018
Internal case tracking system	In FY18, COHR will utilize a newly developed internal case tracking system to ensure consistent timely determination of motions and resolution of cases.	09-30-2018
EEO Train the Trainer	In FY18, to expand the reach of OHR's EEO trainings, OHR will add a new Train-the-Trainer workshop to the EEO Training Program which will allow agencies to designate OHR certified EEO Trainers to train all agency employees after successfully completing OHR's Train-the-Trainer workshop. OHR will continue to provide the general 3-day EEO certification training and hold quarterly meetings for EEO Counselors and Officers.	09-30-2018

Enforcement	As part of OHR's ongoing effort to increase enforcement, in FY18 OHR will establish a LA specific case processing procedure for investigation.	09-30-2018
Technical Assistance	In FY18, OHR will continue to provide targeted technical assistance and support to newly-appointed Language Access Point of Contacts and covered entities, and continue assisting agencies in recruiting bilingual staff.	09-30-2018
Community Engagement	In FY18, OHR will continue to train Human Rights Liaisons from organizations providing direct services to the Limited English Proficiency and No English Proficiency (LEP/NEP) populations to identify and report language access violations their customers encounter; OHR will continue to partner with Mayor's Offices on African, Asian Pacific Islander, and Latino Affairs as well as the DC Language Access Coalition to conduct "Know Your Rights" trainings to diverse LEP/NEP populations	09-30-2018
Compliance Monitoring	In FY18, OHR will track and report on non-compliant agencies and agencies against whom Language Access complaints have been filed via the Mayor's dashboard. Additionally, OHR will update its Language Access Compliance Database to capture more compliance details and electronically track corrective actions.	09-30-2018
Program Oversight	In FY18, the Mayor's Youth Bullying Prevention Program will launch a new initiative focusing on youth social media activities and develop an evidence based strategies for teaching kids on how to be safe when accessing social media.	09-30-2018
National Institute of Justice Project	In FY18, the Mayor's Youth Bullying Prevention Task Force, via Certification and Advisory Board (CAB), will continue to work to evaluate schools in the National Institute of Justice pilot designed to address school climate and youth bullying prevention. The process entails schools conducting climate surveys, and based on survey results, proposing evidence based framework that supports youth bullying prevention programs. If the proposal is selected, the school will receive funding from the National Institute of Justice to implement the proposed program. The CAB will also collect and vet local resources and supports that school, DC agencies and local non-profits can access to support training and programming around violence prevention and safety.	09-30-2020
Program Oversight	In FY18, the Mayor's Youth Bullying Prevention Program will launch a new initiative focusing on youth social media activities and develop an evidence based strategies for teaching kids on how to be safe when accessing social media.	09-30-2018
Education and Training	In FY18, OHR will continue to provide trainings for businesses; work with DLSBD & DCRA to ensure businesses have access to information on the laws OHR enforces; OHR will continue to recruit and train direct service providers from various communities to become HRLs; Develop referral list of training providers.	09-30-2018
Expand Outreach	In FY18, OHR will conduct outreach regarding new laws OHR is enforcing including the Fair Credit and Fair Criminal; OHR will continue to attend BID (Business Improvement District) meetings in order to provide information on new laws to the business community.	09-30-2018
Agency Publications	In FY18, OHR will issue at least four (4) publications and explore conducting a second resume testing project.	09-30-2018